Alliance of the italian hospitals worldwide

TELECONSULTATION WEB SERVICE MANUAL

Releases										
Pages	1	2	3	4	5	6	7	8	9	10
0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0
30	0									

By	Paola Monari

Reference Documentation
1. IPOCM Project (www.ipocm.ministerosalute.it) 2. Feasibility Study for a network of italian health centres worldwide (www.ipocm.ministerosalute.it) 3. Italian Legislative Decree n. 196 of 30 June 2003, *Codice in materia di dati personali* (Privacy law) G.U. Official Gazette of the Italian Republic n. 174 29/7/2003 – Annex n. 123 4. Microsoft® Windows™ "User Guide" 5. E-Works - Ew2 Videoconferencing software "User manual"

CONTENTS

1 INTRODUCTION 4
2 ORGANIZATION OF THE TELECONSULTATION SERVICE 5
2.1 INFORMATION FLOWS 5
2.2 ACCESS TO THE SERVICE 6
3 USER GUIDE 7
3.1 LOGIN 7
3.2 CONFIGURATION 7
3.3 LIST OF TELECONSULTATIONS 8
3.4 SERVICE MESSAGES 10
3.5 GENERATION OF A TELECONSULTATION REQUEST FORM 11
3.6 COMPILATION OF A REPLY FORM 20
3.7 DISPLAY OF THE RECORD OF THE IPOCM TELECONSULTATION 22
3.8 PRINTOUT OF A TELECONSULTATION RECORD 23
3.9 MANAGEMENT CENTRE OF THE SERVICE 24
3.10 VIDEOCONSULTATION 26

INDEX OF FIGURES

Figure 15 - Teleconsultation starting window 8
Figure 16 - Window for the compilation and despatch of service messages 11
Figure 17 - Compilation of the request form 12
Figure 18 - Compilation of the clinical examination 14
Figure 19 - Window for the input of the ICD9-CM code 15
Figure 20 - Compilation of the pharmacological therapy 16
Figure 21 - Window for the insertion of attachments 17
Figure 22 - Example of a display of attachments 18
Figura 23 - Request for classification of attachments before dispatch 19
Figura 24 - Display of the attachment list 20
Figura 25 - Display of an incoming request form 21
Figura 26 - A reply form 22
Figura 27 - List of the teleconsultations forwarded 25
Figura 28 - Videoconsultation request 27
Figura 29 - Reply to a videoconsultation reservation request 28
Figura 30 - Invitation to a videoconsultation 29
Figura 31 - Display of a videoconsultation 30

1 INTRODUCTION

This document contains a technical description and the user guide of the teleconsultation service via web of the Alliance of the italian hospitals worldwide

The teleconsultation web service allows the exchange via Internet for the despatch of a teleconsultation request by a doctor of an italian hospital worldwide and the reception of a reply from the doctor of the italian referring health through the Management centre of the service.

This exchange is made possible through the access to a specific web site.
The service levels require that the italian referring Health Centre concerned will send the Secretariat's Management centre of the service a reply to the teleconsultation requested within 72 working hours from the moment of reception of the request.

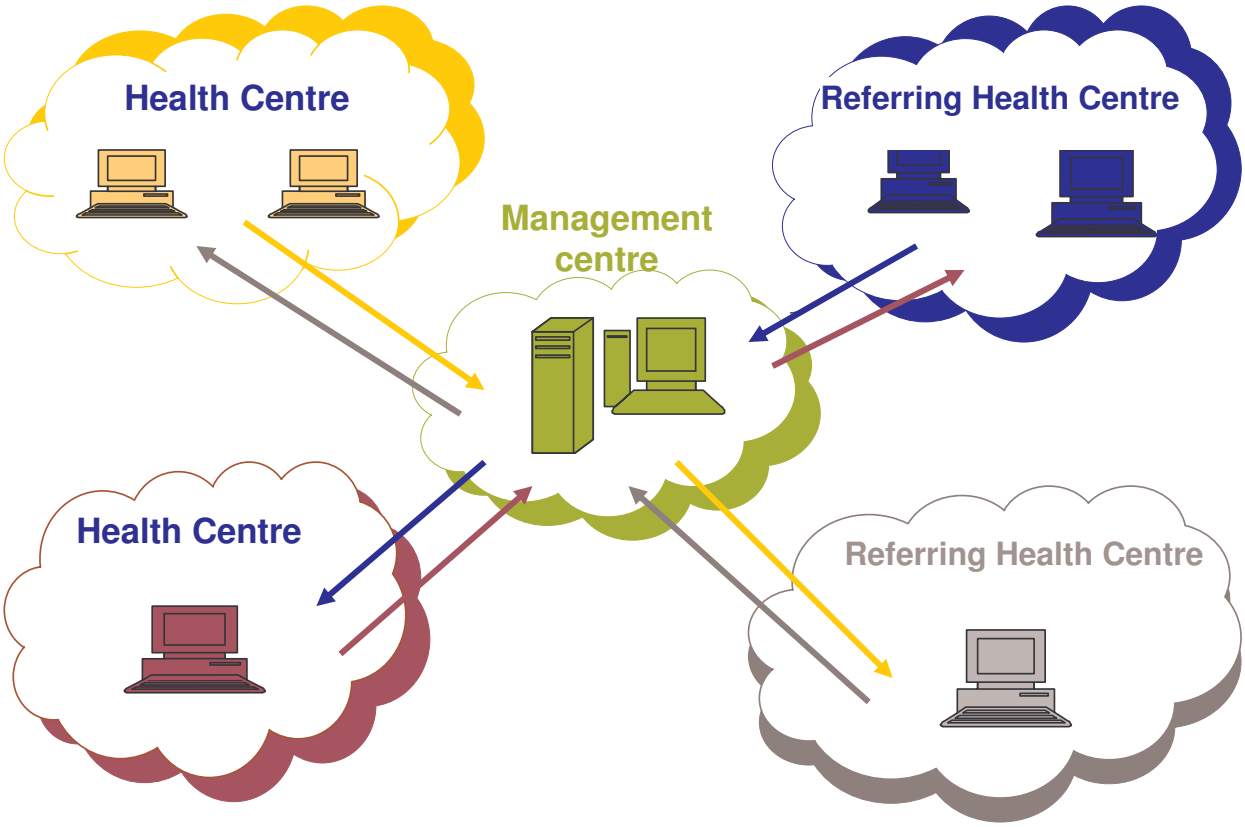
The database of the teleconsultation service complies with the privacy regulations as current in Italy for the information there contained, including the attachments (ref. docum.: Italian Legislative Decree n.196 of 30 June 2003 and following modifications "*Codice in materia di dati personali"*).
In particular, health data transmitted through an IPOCM teleconsultation is anonymous, according to the definition given in art. 4 of the above-mentioned Italian Legislative Decree n.196 of 30 June 2003 - *Codice in materia di dati personali (Privacy Code)*: *data which originally or after being treated cannot be associated to an identifiable subject*.

2 ORGANIZATION OF THE TELECONSULTATION SERVICE

2.1 INFORMATION FLOWS

The Management centre receives requests from Italian hospitals worldwide, sends them to the referring Health Centre in Italy by a routing procedure based on the the pathology routing ICD9-CM indexes provided by the same centre and taking into account the waiting times for obtaining a reply and viceversa,sends the replies back to the applicant.

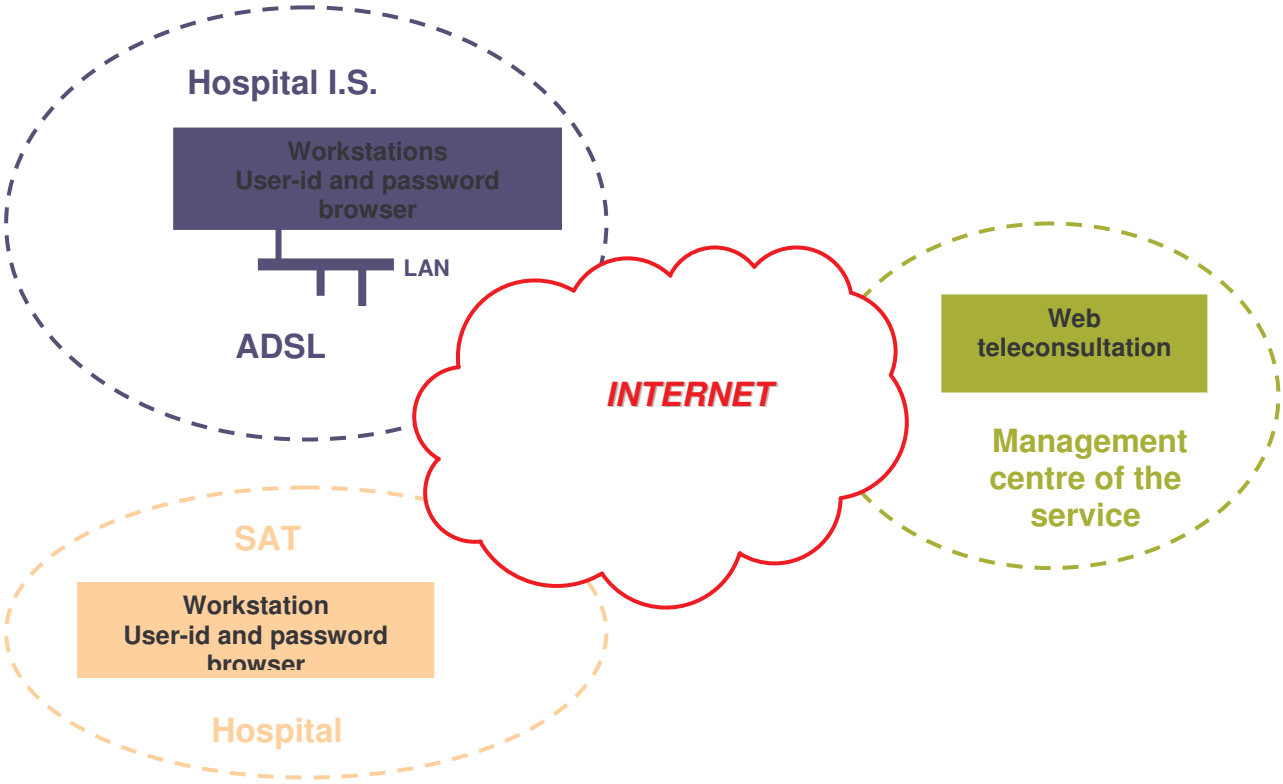
Any problem concerning the service operation and the doctor's workstations are responsibility of the Health Centre, holding firm the Management centre of the service cooperation to this regard.
The Management centre forwards the requests for teleconsultation according to the *routing matrix* of the ICD9-CM codes agreed upon with the italian referring Health Centre and published on the Alliance's site at the address: www.ipocm.ministerosalute.it .



Teleconsultation messages have a XML (eXtended Markup Language) structure in text format. On sending and receiving teleconsultations, the Management centre's database obviously obtains the information from the forms relative to all the teleconsultations sent and received on the Alliance network and the respective traffic and tracking data.

2.2 ACCESS TO THE SERVICE

The service may be accessed on the web from the home page at http://www.ipocm.ministerosalute.it, by clicking on the botton in the lower side of the window.
The service is accessed through a *login* procedure, after tapping in the personal *user-id* and *password* released by the Management centre of the service.



The *user-id* is an alpha-numeric string consisting of three fields, one of them with randomic generation.
The *password* released may be always replaced by the user with a new undisclosed one when accessing the service.

Contact the Management centre of the service for any query or request for support via e-mail at segretariato.ipocm@sanita.it or call +39 0659942184.

Check for any restriction involving the type and size of attachments and, also, always transmit them as zipped .

In order to use videoconsultation functions, check that TCP 8081 port and an adequate number from UDP 50000 to UDP 65000 ports are open to obtain adequate performance of the multimedia transmission. Also, check that ActiveX is starting.

The service operates with the most common browsers and with an Internet link speed as an ADSL connection.

3 USER GUIDE

The teleconsultation service via web allows to:

- process and send a request for teleconsultation to a referrring Health Centre through the Management service of the service;
- receive the teleconsultation requests from a requesting Health Centre through the Management centre and process the relative replies;
- receive the replies through the Management centre, as processed by a referrring Alliance Health Centre.

The user interface can be configured into the four foreign languages mostly spoken in the Health Centres abroad (English, Spanish, Portuguese and French), as explained in the following.

To start the application, double-click on the icon on the desktop.

3.1 LOGIN

On starting the teleconsultation, access the website through a *login* procedure after tapping in the personal *user-id* and *password* released by the Management centre by e-mail.

Four other buttons are available for the most frequent operations:

- "Receive" for the refresh of the reception of teleconsultations and service messages.
- "New query" for the compilation of a teleconsultation request form.
- "New service message" for the compilation of a service message to be sent to the Secretaria.
- "Exit" to quit the application.

3.2 CONFIGURATION

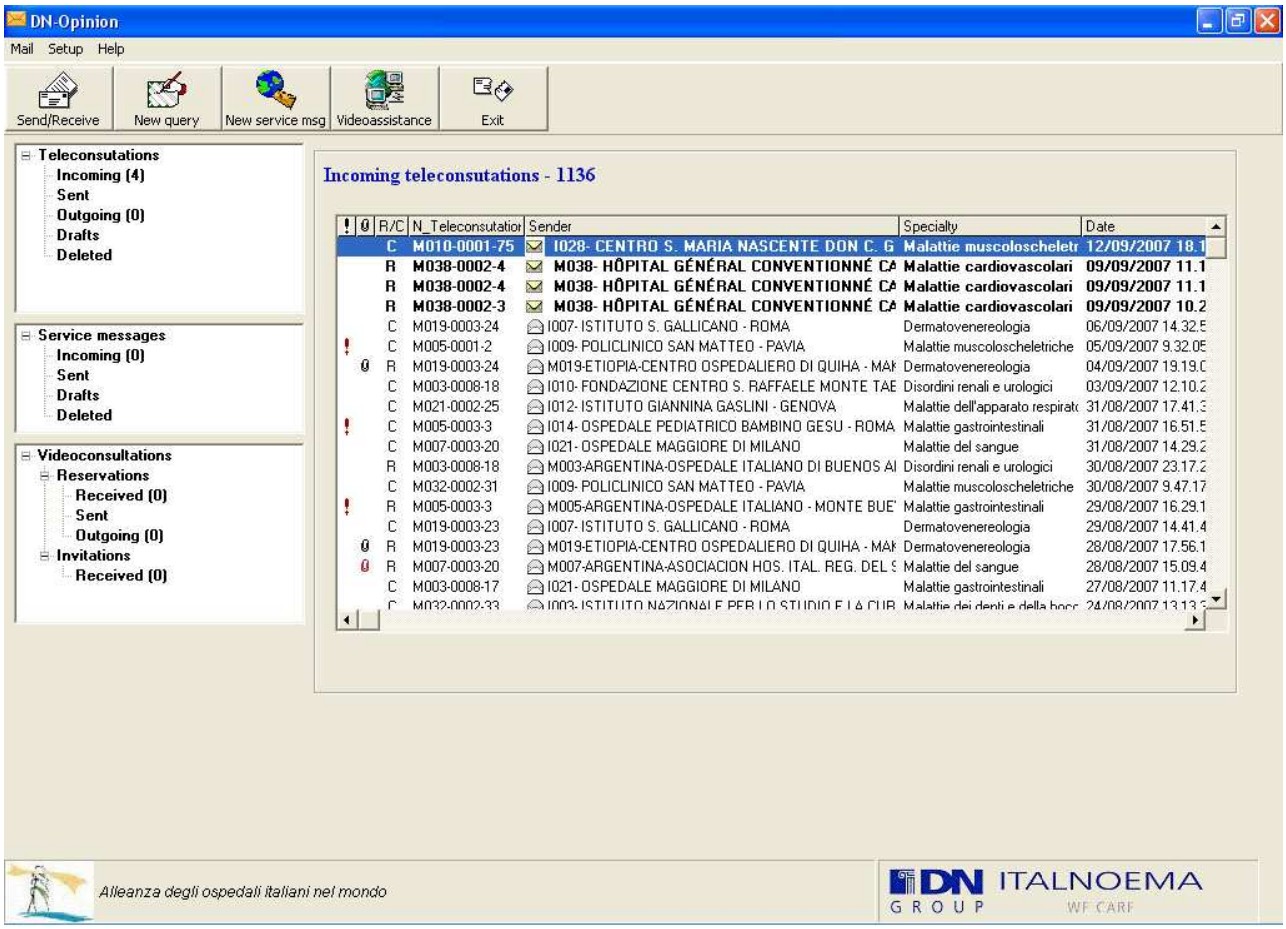
The default language of the service is italian. Each user can any time personalized the interface by clicking the functions in the folder "Configuration" of the main menu.
The configuration window shows some fields as: name and surname of the operator links to the current user-id and password, Health Centre name. The presentation language may be modified by clicking on the slide menu. Also the password may be modified each time. Set the modifictions by clicking on the "Save" botton.

3.3 LIST OF TELECONSULTATIONS

By clicking on the left-sided menu ("Incoming", "Sent", "Drafts", "Deleted"), the relative teleconsultation list is displayed in the middle of the screen.
Each teleconsultation consists in a request form matched to a reply form.

The request form is filled in by the requesting Health Centre and may be also completed with attachments. During this operation, the reply form is disabled.
The reply form is filled in by the replying Health Centre (usually a referring Centre) and may be also integrated with attachments. During this operation, the request form is displayed but cannot be edited and may include the attachments which can be stored on a file in a folder of the hard disk or of any other device.
The complete teleconsultation (C) includes the request form and the reply form eventually with attachments, which may be stored on a file in a folder of the hard disk or on any other device. Both forms can no longer be changed.

Figure 1 – Teleconsultation starting window


DN-Opinion
Mail Setup Help
Send/Receive
New query
New service msg
Videoassistance
Exit
Teleconsultations
Incoming (4)
Sent
Outgoing (0)
Drafts
Deleted
Service messages
Incoming (0)
Sent
Drafts
Deleted
Videoconsultations
Reservations
Received (0)
Sent
Outgoing (0)
Invitations
Received (0)
Incoming teleconsultations - 1136
R/C
N_Teleconsultatior
Sender
Specialty
Date
C M010-0001-75 I028- CENTRO S. MARIA NASCENTE DON C. G Malattie muscoloscheletr 12/09/2007 18.1
R M038-0002-4 M038- HÔPITAL GÉNÉRAL CONVENTIONNÉ CA Malattie cardiovascolari 09/09/2007 11.1
R M038-0002-4 M038- HÔPITAL GÉNÉRAL CONVENTIONNÉ CA Malattie cardiovascolari 09/09/2007 11.1
R M038-0002-3 M038- HÔPITAL GÉNÉRAL CONVENTIONNÉ CA Malattie cardiovascolari 09/09/2007 10.2
C M019-0003-24 I007- ISTITUTO S. GALLICANO - ROMA Dermatovenereologia 06/09/2007 14.32.5
C M005-0001-2 I009- POLICLINICO SAN MATTEO - PAVIA Malattie muscoloscheletriche 05/09/2007 9.32.05
R M019-0003-24 M019-ETIOPIA-CENTRO OSPEDALIERO DI QUIHA - MAI Dermatovenereologia 04/09/2007 19.19.0
C M003-0008-18 I010- FONDAZIONE CENTRO S. RAFFAELE MONTE TAE Disordini renali e urologici 03/09/2007 12.10.2
C M021-0002-25 I012- ISTITUTO GIANNINA GASLINI - GENOVA Malattie dell'apparato respirat 31/08/2007 17.41.3
C M005-0003-3 I014- OSPEDALE PEDIATRICO BAMBINO GESU - ROMA Malattie gastrointestinali 31/08/2007 16.51.5
C M007-0003-20 I021- OSPEDALE MAGGIORE DI MILANO Malattie del sangue 31/08/2007 14.29.2
R M003-0008-18 M003-ARGENTINA-OSPEDALE ITALIANO DI BUENOS AI Disordini renali e urologici 30/08/2007 23.17.2
C M032-0002-31 I009- POLICLINICO SAN MATTEO - PAVIA Malattie muscoloscheletriche 30/08/2007 9.47.17
R M005-0003-3 M005-ARGENTINA-OSPEDALE ITALIANO - MONTE BUE Malattie gastrointestinali 29/08/2007 16.29.1
C M019-0003-23 I007- ISTITUTO S. GALLICANO - ROMA Dermatovenereologia 29/08/2007 14.41.4
R M019-0003-23 M019-ETIOPIA-CENTRO OSPEDALIERO DI QUIHA - MAI Dermatovenereologia 28/08/2007 17.56.1
R M007-0003-20 M007-ARGENTINA-ASOCIACION HOS. ITAL. REG. DEL S Malattie del sangue 28/08/2007 15.09.4
C M003-0008-17 I021- OSPEDALE MAGGIORE DI MILANO Malattie gastrointestinali 27/08/2007 11.17.4
Alleanza degli ospedali italiani nel mondo
DN GROUP ITALNOEMA

Through each teleconsultation list displayed in the middle of the screen (relate to "Incoming", "Sent", "Outgoing", "Drafts", "Deleted" folder), it is possible to display some information concerning the message priority, the presence of any attachments, the type of teleconsultation (Request or Complete with the reply), the order number (automatically added by the Health Centre requesting the teleconsultation), the sender operator, the speciality and the date and time of tranmission. Each teleconsultation is univocally identified by an order number and by the code of the requesting Health Centre. The teleconsultation list can be displayed in ascending or descending order by clicking on the fields of the toolbar.

The teleconsultations included in the "Incoming" list have been transmitted by the Management centre. The teleconsultations received and not yet read will be shown in bold types. This list will include:

- The teleconsultation requests (R) for which the Management centre requires a reply within 72 working hours. In case of technical or organizational problems, send a *service message* to the Management centre by clicking on "New service message" and referring to the teleconsultation request order number. By double-clicking on a single teleconsultation, it will be displayed. By clicking on a teleconsultation, it may be printed, displayed, deleted or inserted in/removed from the teleconsultations not yet read (bold types) by using the related bottons in the lower right of the screen. The teleconsultation requests, once displayed, can be saved in the "Drafts" list. The attachments of the teleconsultation request may be saved on a file, in a hard disk folder or on any other device and may be displayed.

- The teleconsultations completed (C). By double-clicking on each teleconsultation, it will be displayed. By clicking on a teleconsultation, it may be printed, displayed, deleted or inserted in/removed from the teleconsultations not yet read (bold types) by using the related bottons in the lower right of the screen. Teleconsultations completed cannot be saved as drafts to be edited and retransmitted. The reply attachments may be saved on a file, in a hard disk folder or on any other device and may be displayed.

The teleconsultations in the "Sent" list will include:

- The teleconsultation requests filled in and sent from the Health Centre to the Management centre for Technical Assistance. By double-clicking on each teleconsultation, the same can be displayed. By clicking on a teleconsultation once, it can be displayed or deleted using the related bottons in the lower right of the screen. It cannot be edited, but, once displayed, it may be stored in the "Drafts" list with the attachments to be later modified, if necessary, and sent.

- Replies to a teleconsultation being filled in and transmitted by the referring Health Centre to the Management centre. By double-clicking on each teleconsultation, the same can be displayed. By clicking on a teleconsultation, it can be displayed or deleted using the related bottons in the lower right of the screen.. The forms cannot be edited, but, the teleconsultation can be stored in the "drafts" list with the attachments to the reply once it has been displayed, to be later edited in the reply form and re-sent, if necessary.

The teleconsultations in the “Drafts” list contain the drafts of the teleconsultation requests, or the drafts of the teleconsultation replies, saved from the user by clicking on the “Save” botton. Each teleconsultation, once displayed, can be changed and saved again including the amendments. By double-clicking on each teleconsultation, it can be displayed. By clicking on a teleconsultation once, it can be displayed or deleted using the related bottons in the lower right of the screen.

The teleconsultations in the “Deleted” list contain the teleconsultations removed from the previous lists. By double-clicking on each teleconsultation, the same can be displayed. By clicking on a teleconsultation once, it can be displayed, definitively deleted, or restored in the original list.

All teleconsultations included in all lists, once displayed, can be printed or saved on a file in a hard disk folder or on any other device as “Report of the teleconsultation”.

To select more teleconsultations to be deleted, press the <shift> button and click on the first of the them and on the last one. The teleconsultations thus cancelled will appear in the “Deleted” list to be definitively removed or otherwise restored.

3.4 SERVICE MESSAGES

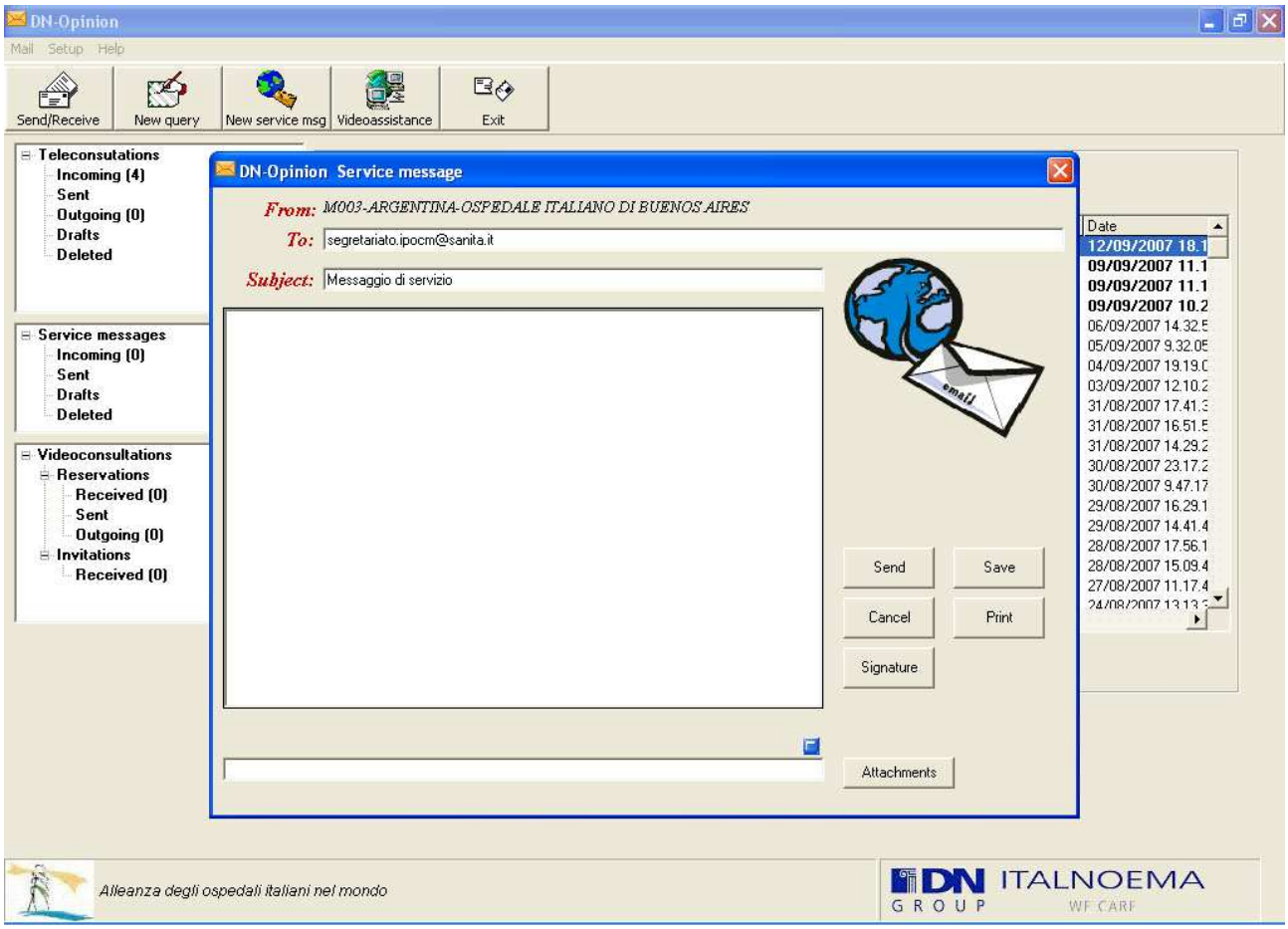
The “New service message” botton allows the dispatch of communications to the Management service, relative to the teleconsultation service (for ex. notifications of service temporary interruptions, information about availability of the service, notifications of software and network anomalies, technical or organizational problems, requests for explanations etc.).

This message can be attached with one or more files as described for the attachments to the teleconsultation requests.

The incoming messages are transmitted only by the Management service and may be displayed through the “Incoming” list. Any attachment can be filed and displayed. An incoming message can be replied also through the “Reply” button .
The sent messages are displayed through the “Sent” list and can be re-sent by using the “Re-send” button.
A new message can be saved in the “Drafts” list, to be retrieved later.
The messages deleted are transferred in the “Deleted” messages list to be definitively removed or otherwise retrieved.
Any message can be printed through the “Print” button.

To select more messages to be definitely deleted, press the button <shift> and click on the first of them and the last one.

Figure 2 – Window for the compilation and despatch of service messages



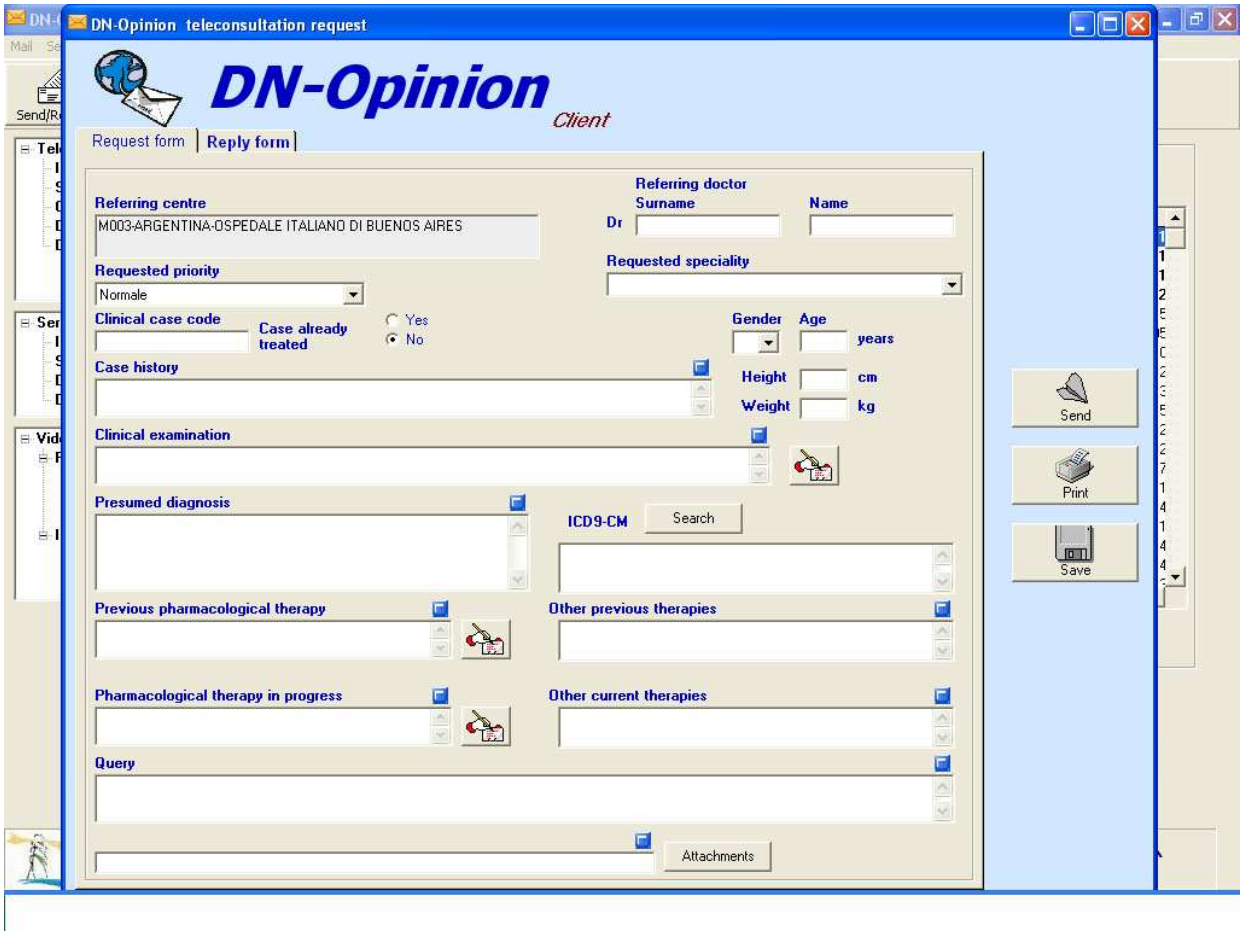
3.5 GENERATION OF A TELECONSULTATION REQUEST FORM

To send a teleconsultation request:

- Click on the "New Query" botton, which will display the empty form;
- Open a teleconsultation previously sent, save it in drafts and edit it.

By clicking on the button "New query", a empty form will appear. As it is the despatch of a teleconsultation request, the reply form will be disabled.

Figure 3 – Compilation of the request form



The "Requesting centre" field will be automatically filled in.

In order that the request form is sent, the following fields are mandatories: surname and name of the referring doctor, speciality the teleconsultation is referring to (as selected from the pull-down menu) and the ICD9-CM code.

The normal "priority" is referred to teleconsultation times taking into account the fact that the referring Health Centre must reply to the Management service within 72 working hours from the date and time when it has received the teleconsultation request from the same.

High " priority" indicates that the request for teleconsultation by the Health Centre is urgent but that does not imply any agreeded obligation for the replying Health Centre.

The teleconsultation must be completely anonymous under the point of view of the personal data of the patient, also for the attachments.

The "Clinical case code" is an alphanumeric value attributed by the Health Centre to the clinical case treated in the teleconsultation.
It is possible to request the despatch of the teleconsultation to the same referring Centre having already treated the same case by ticking off "Case already treated" with "Yes".

The "Prev. teleconsultation N." is the order number of the teleconsultation previously sent on the same case. This number is reported in "Form N." in the upper left side of the display of a teleconsultation sent and is also reported in the descriptions of the list of the teleconsultations sent.

The fields "Case history", "Presumed diagnosis", "Other previous therapies", "Other current therapies" and "Query" are fields for free text. The query submitted may refer to a second opinion, to a specific query, to a request for information etc.

All the fields for free compilation can run copy/paste operations and are fitted with a key to display the contents in a panoramic window.

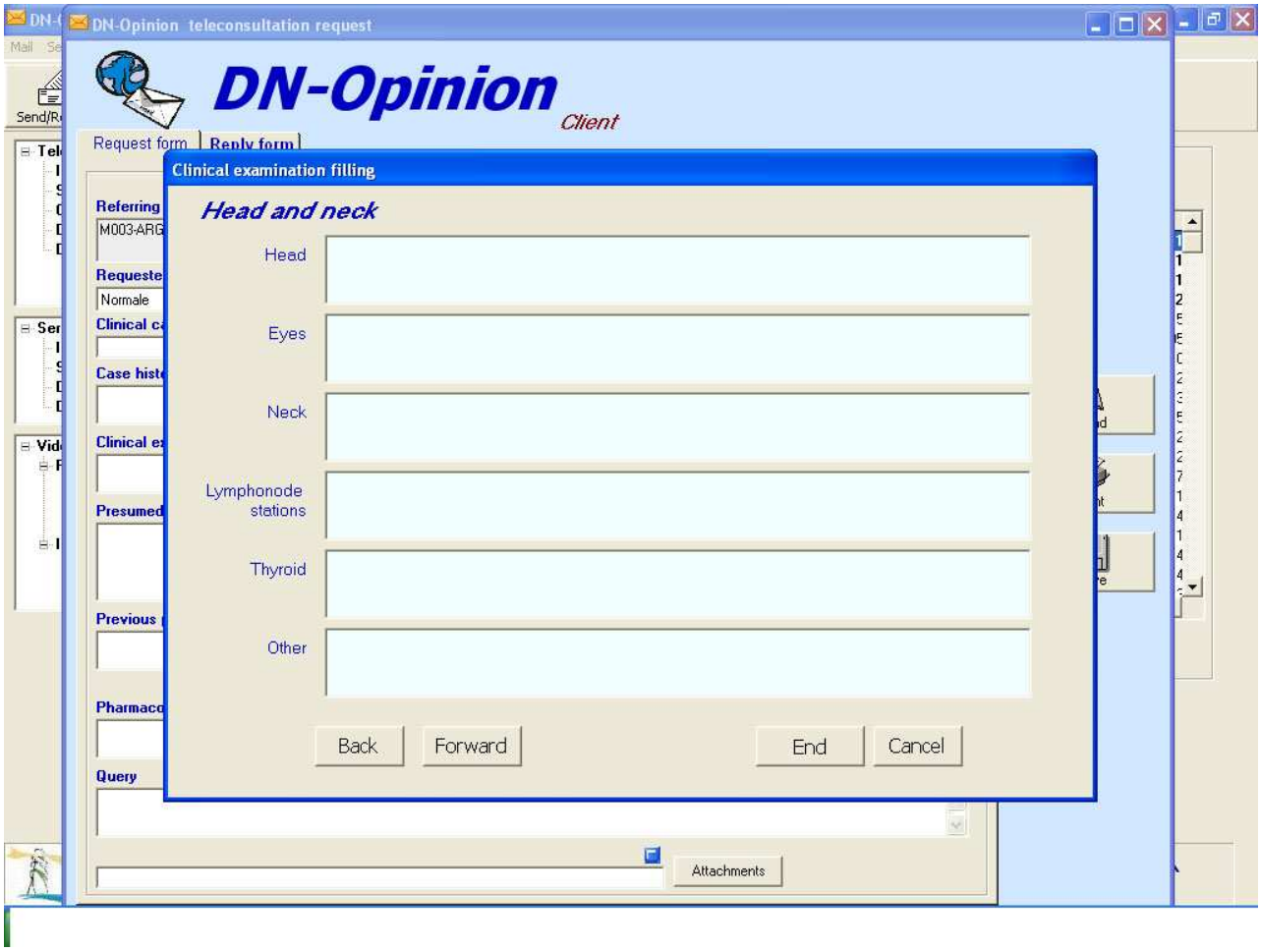
To assist the compilation of the "Clinical examination" a *wizard* is provided, by which it is possible to follow a standard procedure for typing relevant information about the specific pathology. The sections featured are the following:

- *Psychic state*
- *Skin and mucous membranes*
- *Head and neck*
- *Chest*
- *Abdomen*
- *Back and limbs*
- *Inguinocrural regions*
- *Exploratory actions*

Each section contains fields which may be filled in freely.

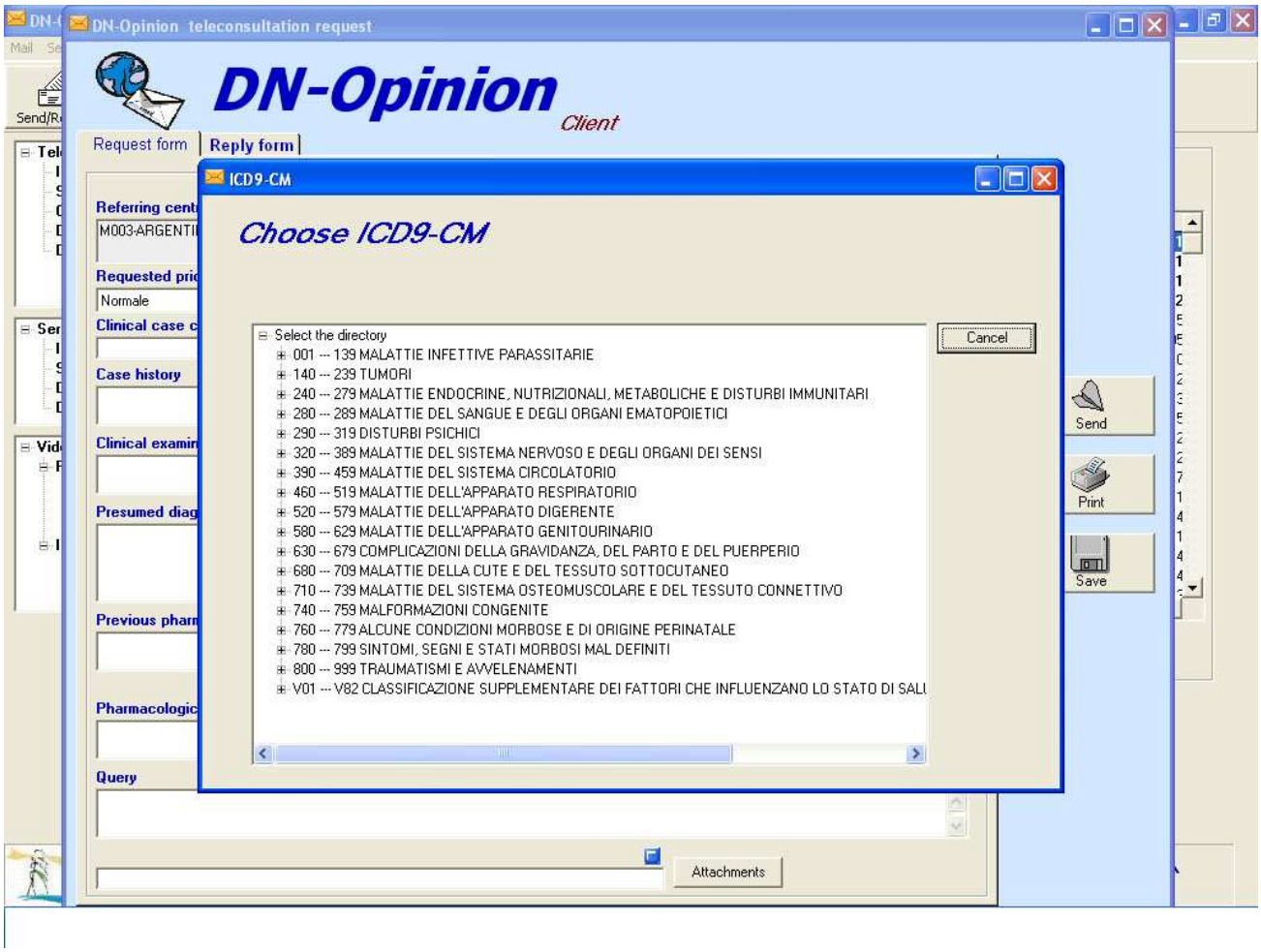
The key "End" shows a preview of the full clinical examination, before the definite confirmation, differently return to the guided compilation for editing. To quit the compilation, click on the "Cancel" botton.

Figure 4 – Compilation of the clinical examination



By clicking on the " ICD9-CM Code" button, a tree menu will appear containing the codes according to the international OMS standard. By double clicking on the code opted for (for ex.: 003 – OTHER INFECTIONS FROM SALMONELLA) or on the code of the classification chapter (FOR EX.: 001 – 009 INTESTINAL INFECTIONS), the same will be automatically typed in the form. This information is mandatory for the despatch of the request form.

Figure 5 – Window for the input of the ICD9-CM code


DN-Opinion teleconsultation request
DN-Opinion
Client
Request form
Reply form
ICD9-CM
Choose ICD9-CM
Select the directory
001 --- 139 MALATTIE INFETTIVE PARASSITARIE
140 --- 239 TUMORI
240 --- 279 MALATTIE ENDOCRINE, NUTRIZIONALI, METABOLICHE E DISTURBI IMMUNITARI
280 --- 289 MALATTIE DEL SANGUE E DEGLI ORGANI EMATOPOIETICI
290 --- 319 DISTURBI PSICHICI
320 --- 389 MALATTIE DEL SISTEMA NERVOSO E DEGLI ORGANI DEI SENSI
390 --- 459 MALATTIE DEL SISTEMA CIRCOLATORIO
460 --- 519 MALATTIE DELL'APPARATO RESPIRATORIO
520 --- 579 MALATTIE DELL'APPARATO DIGERENTE
580 --- 629 MALATTIE DELL'APPARATO GENITOURINARIO
630 --- 679 COMPLICAZIONI DELLA GRAVIDANZA, DEL PARTO E DEL PUERPERIO
680 --- 709 MALATTIE DELLA CUTE E DEL TESSUTO SOTTOCUTANEO
710 --- 739 MALATTIE DEL SISTEMA OSTEOMUSCOLARE E DEL TESSUTO CONNETTIVO
740 --- 759 MALFORMAZIONI CONGENITE
760 --- 779 ALCUNE CONDIZIONI MORBOSE E DI ORIGINE PERINATALE
780 --- 799 SINTOMI, SEGNI E STATI MORBOSI MAL DEFINITI
800 --- 999 TRAUMATISMI E AVVELENAMENTI
V01 --- V82 CLASSIFICAZIONE SUPPLEMENTARE DEI FATTORI CHE INFLUENZANO LO STATO DI SALI
Cancel
Referring cent
Requested pri
Normale
Clinical case c
Case history
Clinical examin
Presumed diag
Previous pharm
Pharmacologic
Query
Send
Print
Save
Attachments

The input of the *Previous or Current Pharmacological Therapy* is assisted by a guided compilation, by which the operator may tap in one or more drugs relative to the preceding or current therapy. For each drug it is possible to input more *Active Principles* with the relative dosage in addition to the drug modes of administration and posology.

Example: input of two drugs, each consisiting of two active principles.
To input the drug N.1:
Type active principle N.1 and its dosage.
Click on “New active principle”.
Type the active principle N. 2 and its dosage.
Type the drug mode of administration and posology.

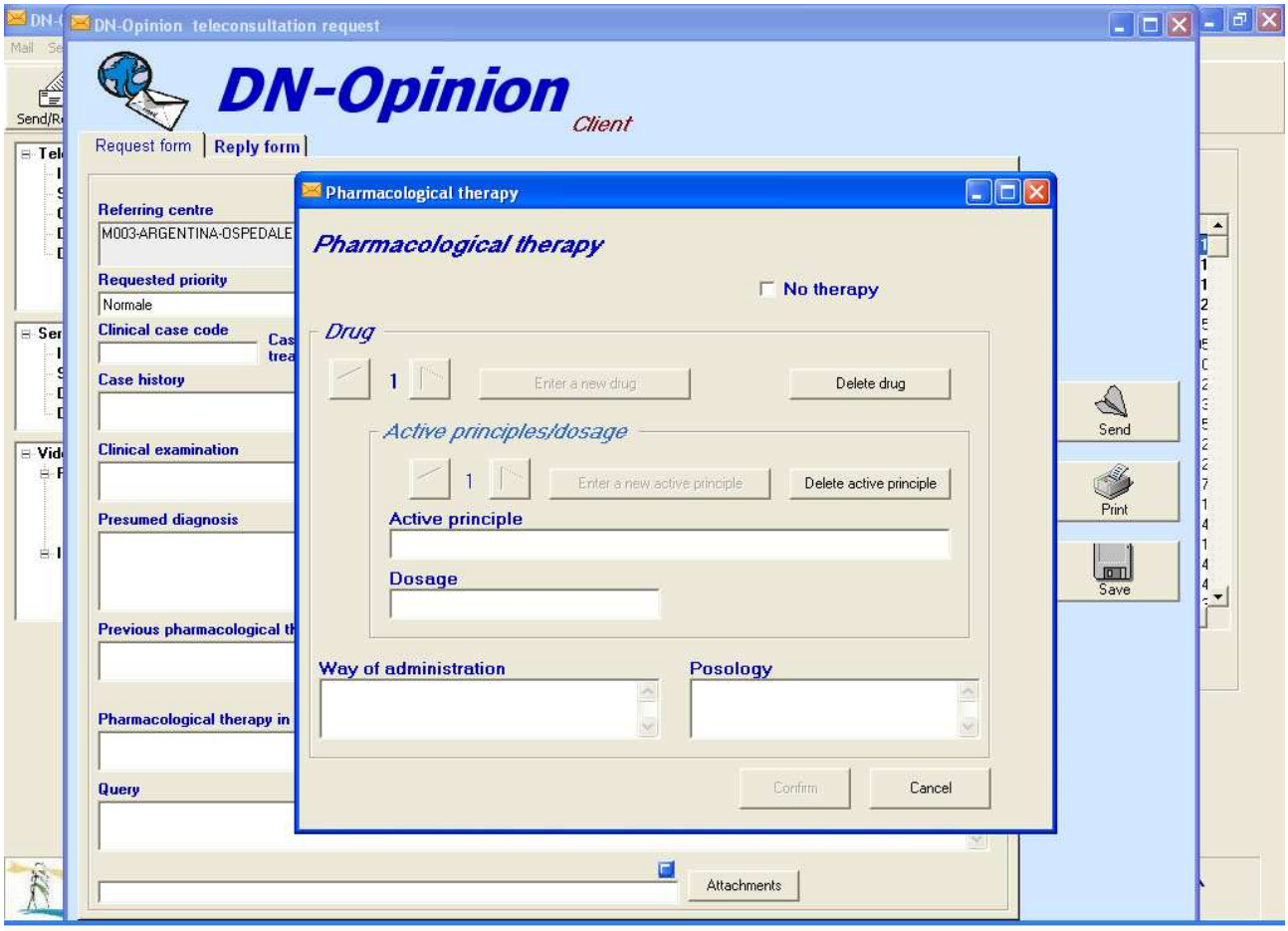
Click on “Input of a new drug” and type the drug N. 2.
Type the active principle N.1 and its dosage.
Click on “New active principle”.

Input the active principle N.2 and its dosage.
Type the mode of administration and the posology of the drug N.2.

For any check or editing required, the "Prev." and "Next" bottons allow the data tapped in to be scrolled forward and backward. All the fields of the pharmacological therapy are mandatory. In case of transmission of incomplete information about the pharmacological therapy, fill "Other therapies…"

Tick off "No therapy" in case there are no other therapies to refer to.
Any further data may be tapped in the free text fields relative to the therapies.
The key "Confirm" shows a preview of the whole therapy, from which it is possible to definitely confirm or return to the guided compilation by clicking the "Cancel" botton.

Figure 6 – Compilation of the pharmacological therapy



Any type of file may be attached in the formats commonly transmitted by email (.zip, .doc, .pdf,, .xls, .ppt, .gif, . jpg, . map ecc.), containing for ex., images from digital camera, texts and

documents, videos of some minutes etc. For security reasons, the Management service will not receive files in .exe extension

Pay attention to the fact that the lack of an adequate display may give rise to errors.

It is strongly recommended to send zipped attachment (.zip or .rar extension) and to check the size of the files. The teleconsultation is anonymous: any patients' identifying data present in any attachment are to be hidden. As concerns imaging, include a scaled ruler in the photographic image.

An attachment may be deleted from the list by clicking on a "Remove" botton. The links to web pages can be inserted in the form fields for free text.

Figure 7 – Window for the insertion of attachments

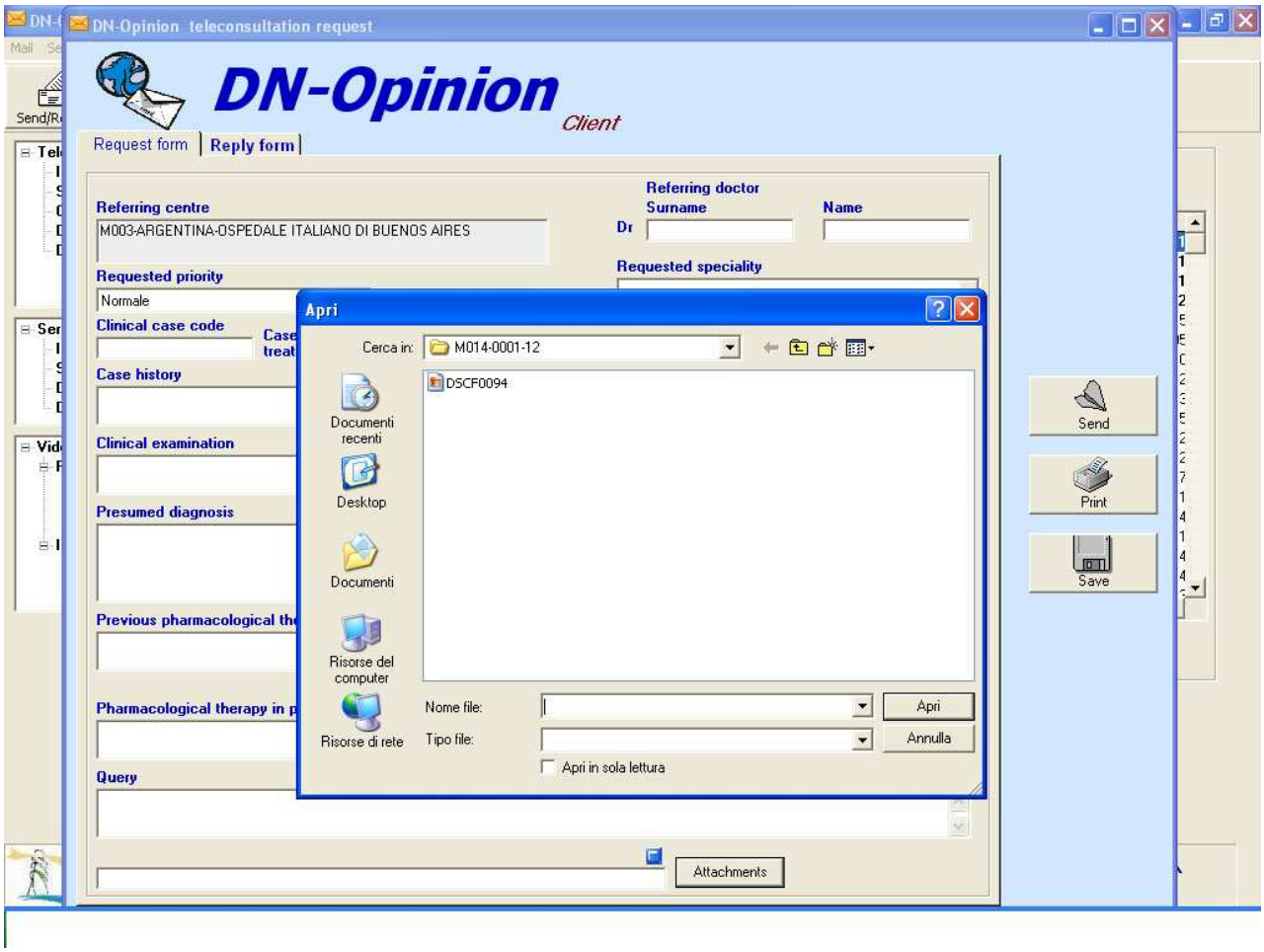
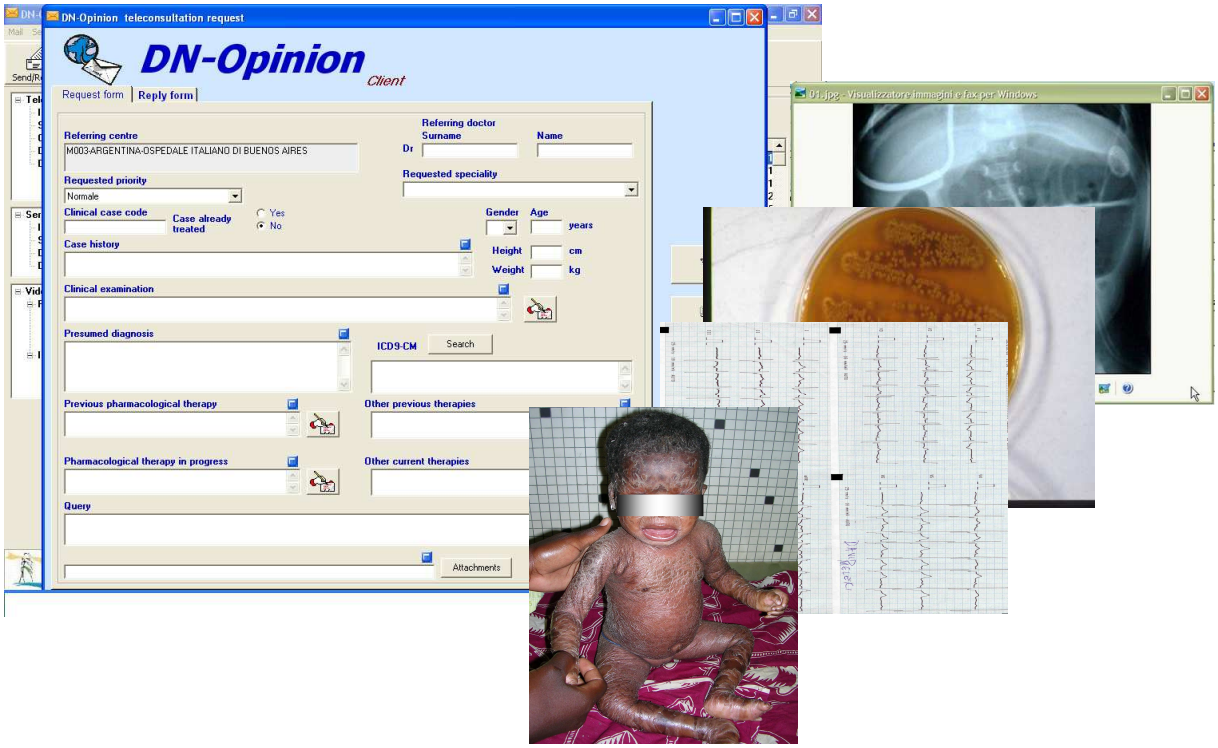


Figure 8 – Example of a display of attachments

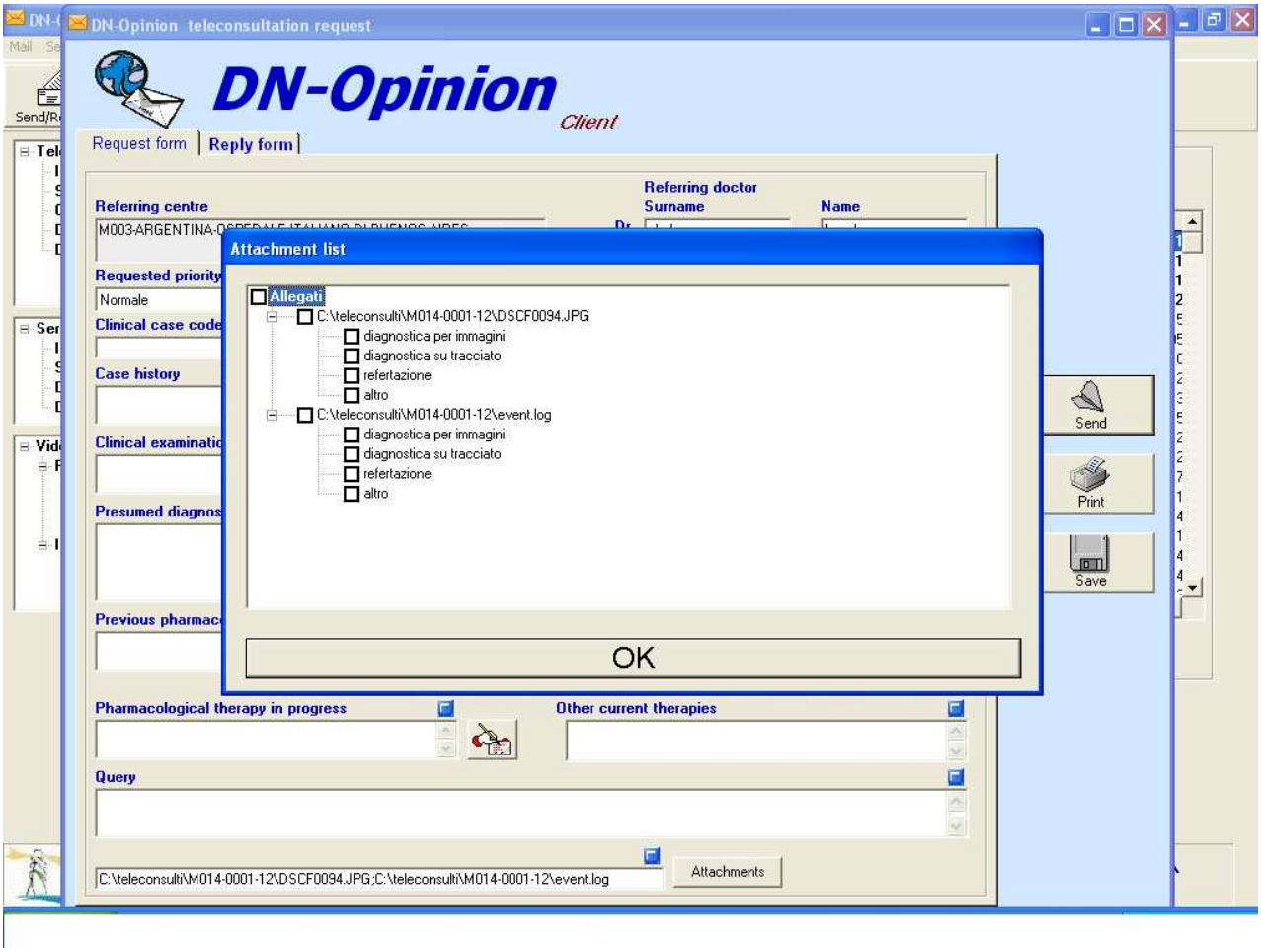


For each file attached it is request to specify the type:
- *imaging*
- *tracing*
-*reporting*
- *other.*

By clicking on the "Save" button, the teleconsultation request form can be saved in the *drafts* folder to be later filled in and sent.
Through the "Print" button, a print preview of the "report of the teleconsultation" may be obtained. It can be printed on paper or it can be saved on a file in a format set by the operator, on a disk or any other device.
This facility allows the building up of archives of teleconsultation reports, organized in individual folders by the operator.

The teleconsultation request form is sent to the Management service by the "Send" button.

Figura 9 - Request for classification of attachments before dispatch

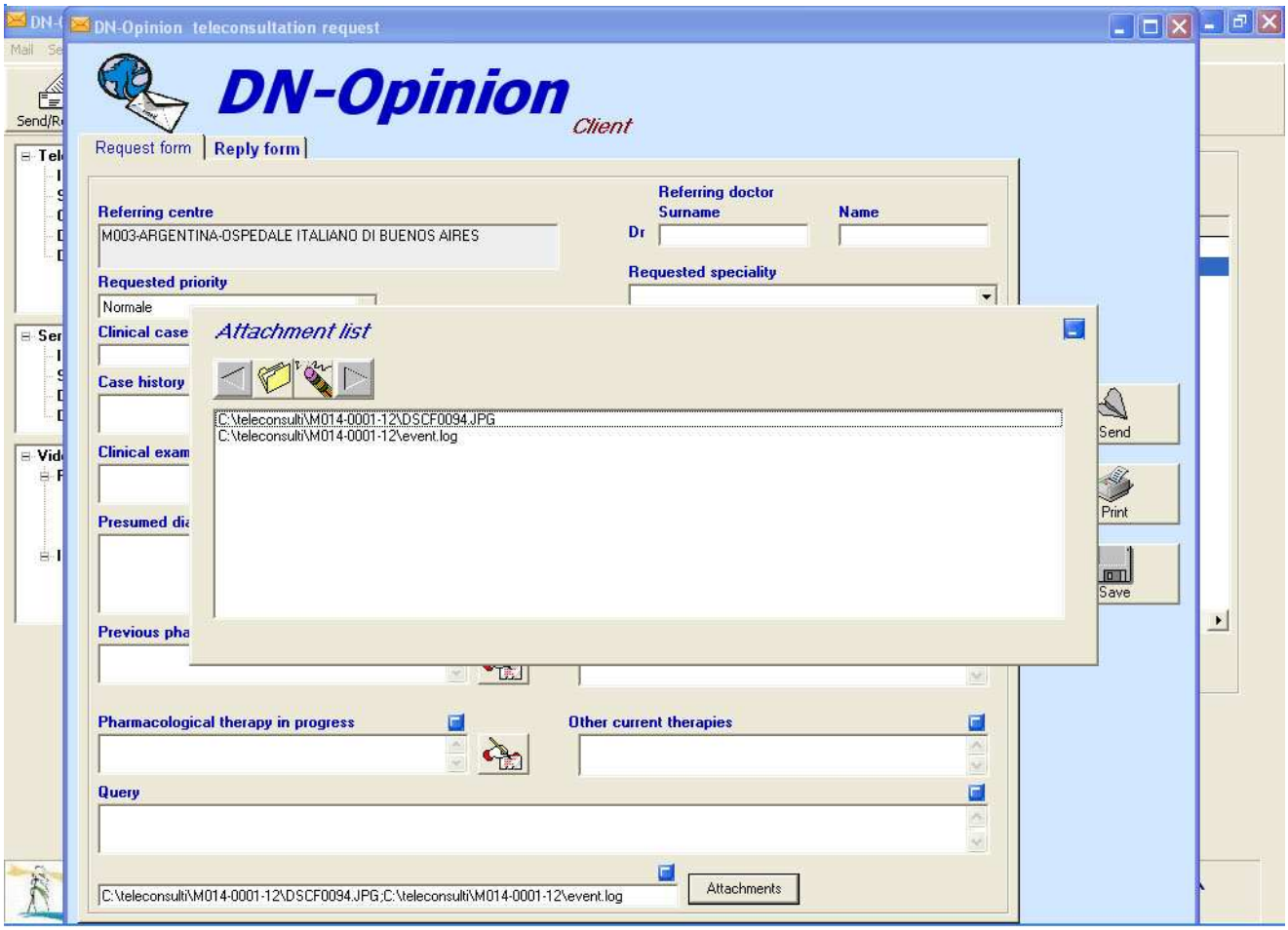


The teleconsultation sent will then be inserted in the "Sent" teleconsultations list, including the indication of the number, operator, speciality and the dispatch date and time.

By double-clicking on a teleconsultation included in the "Sent" list, the request form and the attachments can be displayed. It can be saved as a draft through the "Save" button and then printed or saved on a file as "Report of the teleconsultation" by the "Print" button.

Lastly it may be deleted by acting on the "Delete" button.

Figura 10 - Display of the attachment list



3.6 COMPILATION OF A REPLY FORM

The teleconsultation requests are included in the “Incoming” teleconsultation list.
These requests can be displayed by double-clicking on the teleconsultaion concerned and the replies can be filled in directly, or can be stored in “Drafts” to be later edited and sent.
Data contained in the request cannot be edited. The attachments can be saved and displayed.
The number indicated in the “Incoming” teleconsultation list refers to the number generated by the requesting Health Centre.
The teleconsultation code will univocally consist of the form number, the workstation number and the code of the requesting Health Centre.

To fill in the reply, the operator will select the “Reply Form” folder.
The compilation of the “”Surname” and “Name” fields of the consulted specialist and the ICD9-CM code is mandatory. The input of the ICD9-CM code follows the same procedure described for the compilation of the teleconsultation requests.

The "Second opinion on the presumed diagnosis", "Reply to query", "Recommended pharmacological therapy", "Other recommended therapies", "Recommended diagnostic examinations" fields are for free text. By the general window button the text may be displayed.

The complete teleconsultation, including the request form and reply form with any attachment, can be saved in "Drafts" through the "Save" button. It may also be printed or saved as "Record of the teleconsultation" on a file in a folder of the hard disk or on any other peripheral device through the "Print" button.
The attachments can be inserted following the same procedure described for a teleconsultation request. To send the reply *attachments* follow the same instructions as for the attachments to a request form.

Figura 11 - Display of an incoming request form

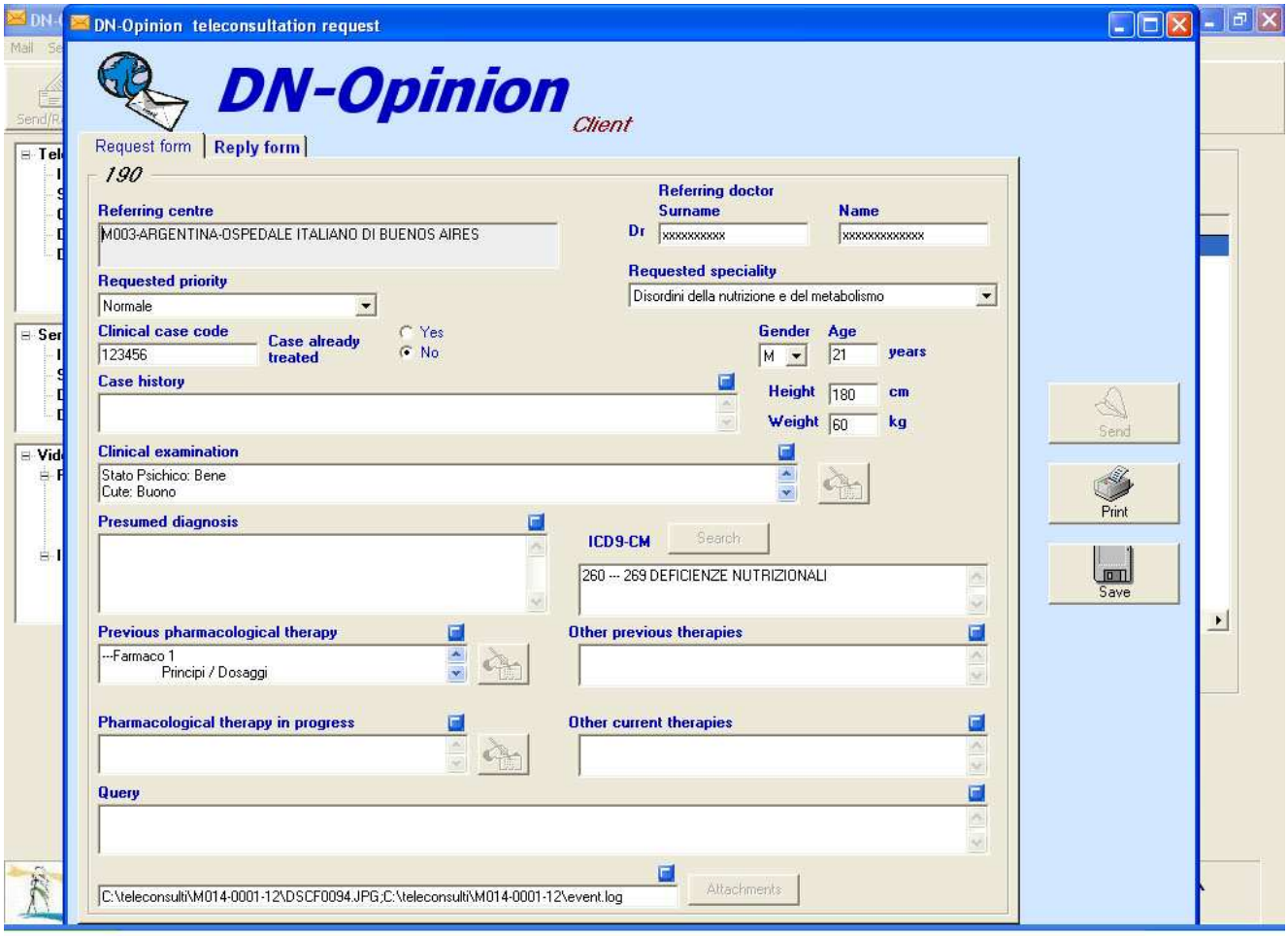
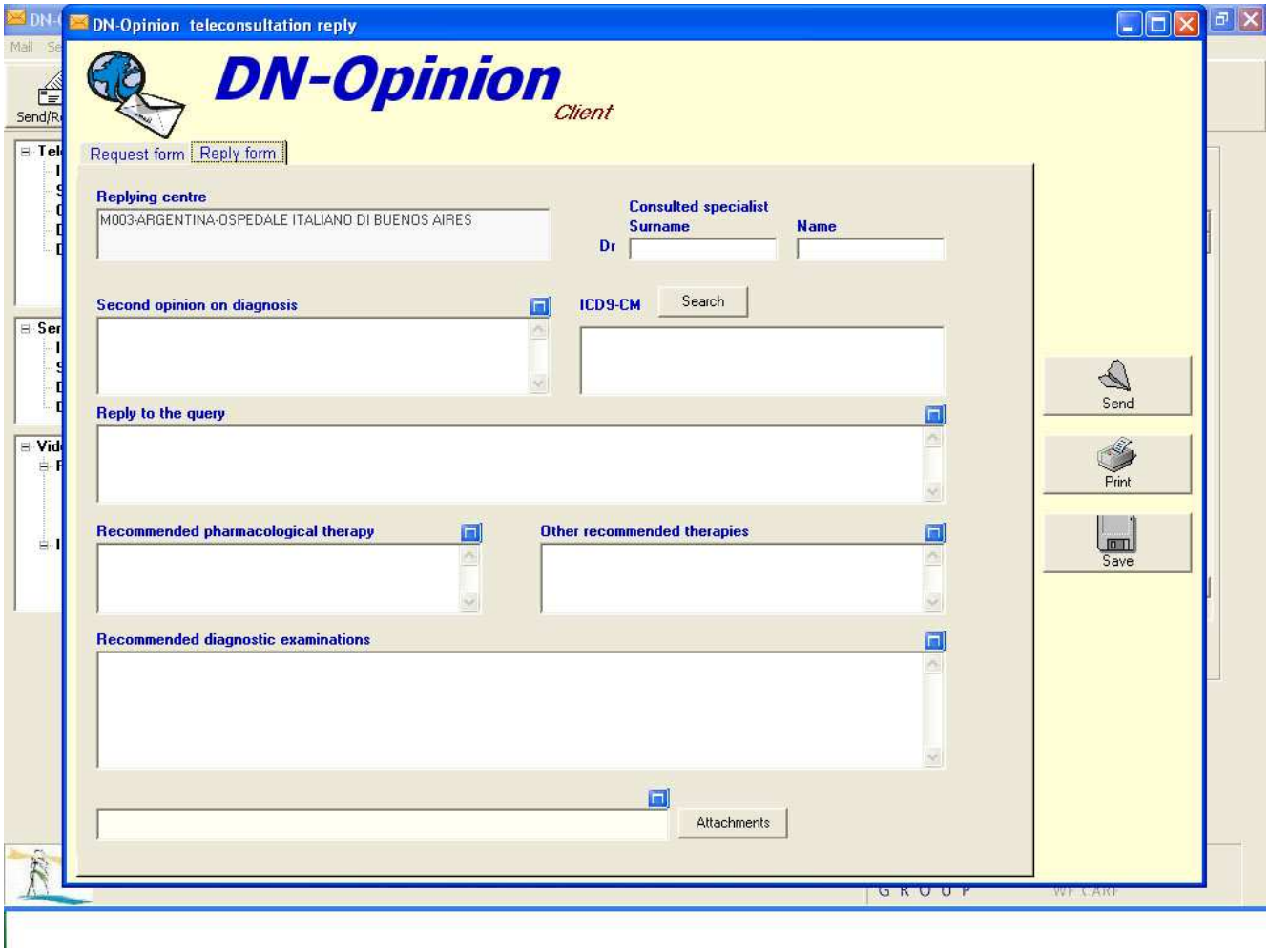


Figura 12 – A reply form



3.7 DISPLAY OF THE RECORD OF THE IPOCM TELECONSULTATION

A teleconsultation can be printed or saved as "Record of the teleconsultation" on a file in a hard disk folder or on any other peripheral device, by clicking on the "Print" button.
By clicking on the "Print" button the print preview will appear. The tool bar of the print window allows the file to be saved in any format. This facility allows the creation of individual personal archives. Here below a print preview in .doc format is reported.

3.8 PRINTOUT OF A TELECONSULTATION RECORD

The printout of a teleconsultation record includes the following information:

Date:21/02/05

Form number 26

Request form

Referring centre
M002-ANGOLA-HOSPITAL DA DIVINA PROVIDENCIA-LUANDA

Referring doctor
Surname Rossi
Name Mario

Requested priority Normal

Speciality requested Genetics

Gender M **Age** 3

Clinical case code AD54Z32 **Clinical case already treated** NO

Weight Kg 20 **Height cm.** 90

Case history

Clinical examination

IDC9-CM 740---759 GENETIC MALFORMATIONS

Presumed diagnosis

Previous pharmacological therapy

Other previous therapies

Current pharmacological therapy

Other current therapies

Query Second opinion

Request with N.2 attachments

Reply form

Replying centre
I014 – OSPEDALE PEDIATRICO BAMBINO GESU' - ROMA

Consulted specialist
Surname Bianchi
Name Carla

IDC9-CM 748.60— NOT SPECIFIED LUNG ANOMALIES

Second opinion on presumed diagnosis

Reply to query

Recommended pharmacological therapy

Other recommended therapies

Recommended diagnostic examinations

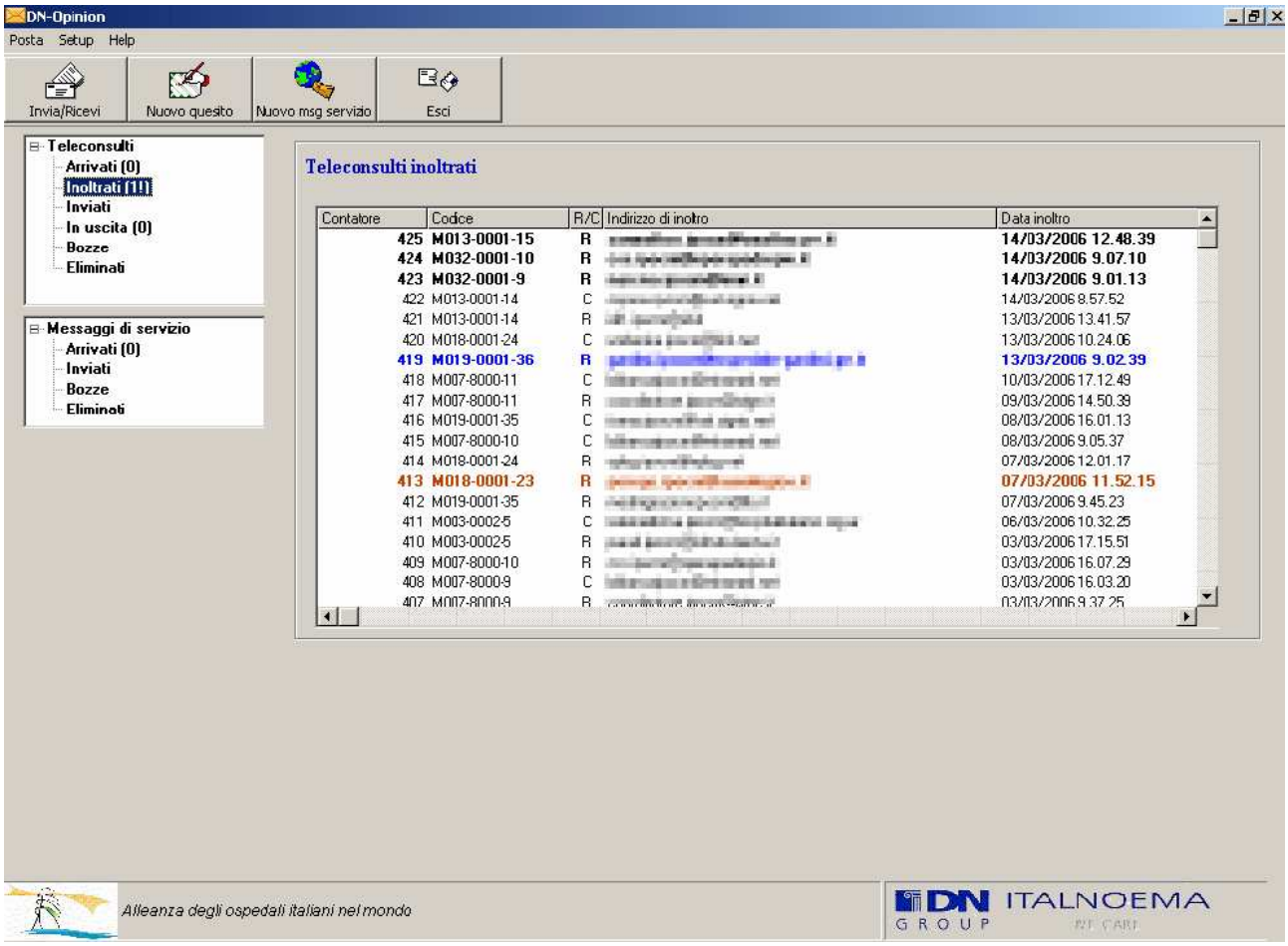
Reply with N. 3 Attachments

Attachments
c:\doc\Image.zip
c:\doc\Pictures.zip
c:\doc\.Documents.zip

3.9 MANAGEMENT CENTRE OF THE SERVICE

The Management centre of the teleconsultation service is provided with functionalities that allow the exchange of teleconsultations between Health Centres ("Forward" functons) and other management functonalities for tracking, monitoring and alarming on service level of 72 working hours agreeded with the Referring Centre in Italy.
This status is also indicated through a different colour display of the teleconsultation in the "Forwarded" list: "red" if the 72 working hour limit has expired, "blue" if there are 24 hours to the time limit, "bold type" if forwarded for less than 48 working hours, not highlighted if completed).
The Server version provides additional operating and sending functionalities also as concerns service messages and distribution lists.

Figura 13 – List of the teleconsultations forwarded



3.10 VIDEOCONSULTATION

By clicking on "Videoconsultation" botton of a reply form or a request form of a completed teleconsultation, it is possible the transfer to the Management service a request for the reservation of a videoconsultation to deeper analyse the case concerned by help of the corresponding Health Centre.

A videoconsultation may be requested by a Health Centre only after the relative teleconsultation has been completed or while it is being processed from a Referring Centre. This request for reservation may be submitted to the Management service directly through the screen of the reply to teleconsultation (in case of Health Centres abroad), or during the transfer of a reply (in case of Health Centres in Italy).

The Management service will submit it to the corresponding Health Centre (being summoned) and will manage the reply of the Centre summoned to the Centre summoning and the generation and transfer of the invitations to the videoconsultation (transfer of links to the web portal and updated data to the summoner and summoned party).

By clicking on "Viodeoconsultations" of the menu, it is possible to display the frames concerning the reservations of a videoconsultation contained in the list folder:
- Reservations requested by a Health Centre in Italy requesting a deeper examination of the case parallel to the transfer of a reply to a teleconsultation, or by a Health Centre abroad requesting a deeper examination after the reception of a reply;
- Reservations sent, including the list of requests sent for reservations of a ;

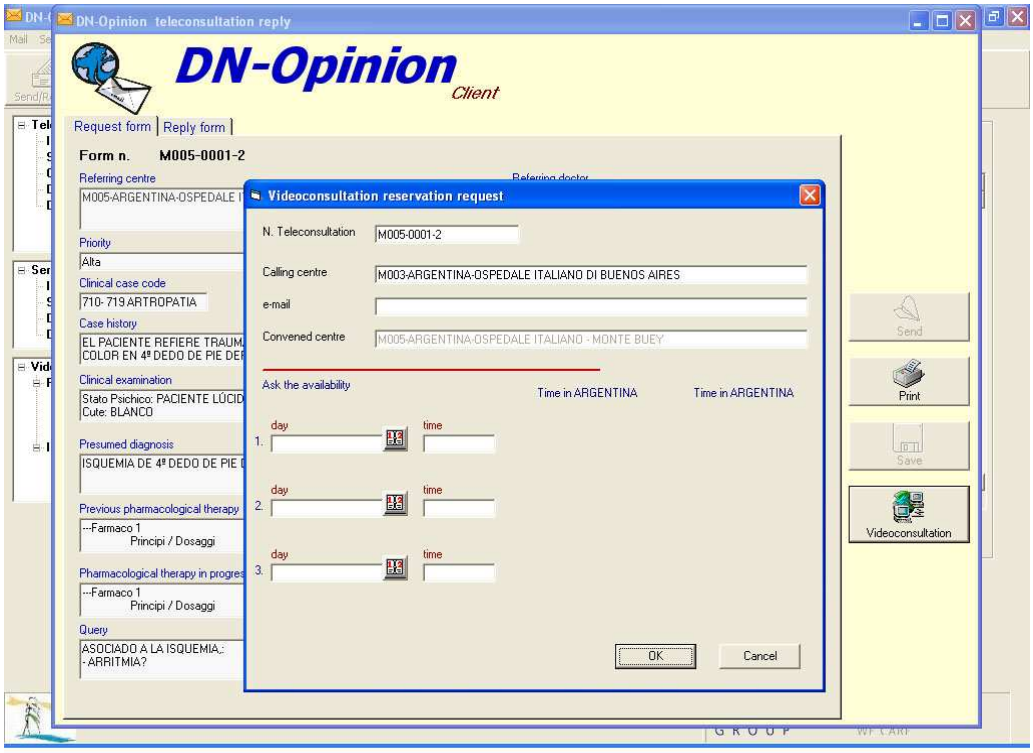
It is possible to display the screens relative to the list of *replies* to requests for reservation of a videoconsultation (replies sent).

It is possible to display the screens relative to the list of invitations to a videoconsultation, including the day and time agreed upon and the videoconsultation *link* as sent by the Management service.

Through the teleconsultation screen a "Videoconsultation" button may be clicked on to display a form to be fully filled in with the day and time proposed for the videoconsultation with the doctor involved (three alternative dates are possible).
On filling in the fileds relative to days and time, conversions to local time in Italy and in the foreign country will appear.
Invitations to the videoconsultation on the day and time agreed upon will be sent to the e-mail address notified.

Similarly, an operator working for a Health Centre in Italy may request a videoconsultation with a referring doctor, by replying yes to the automatic request the system submits the same on dispatch of the reply to a teleconsultation, concerning the request for videoconsultation.

Figura 14 - Videoconsultation request

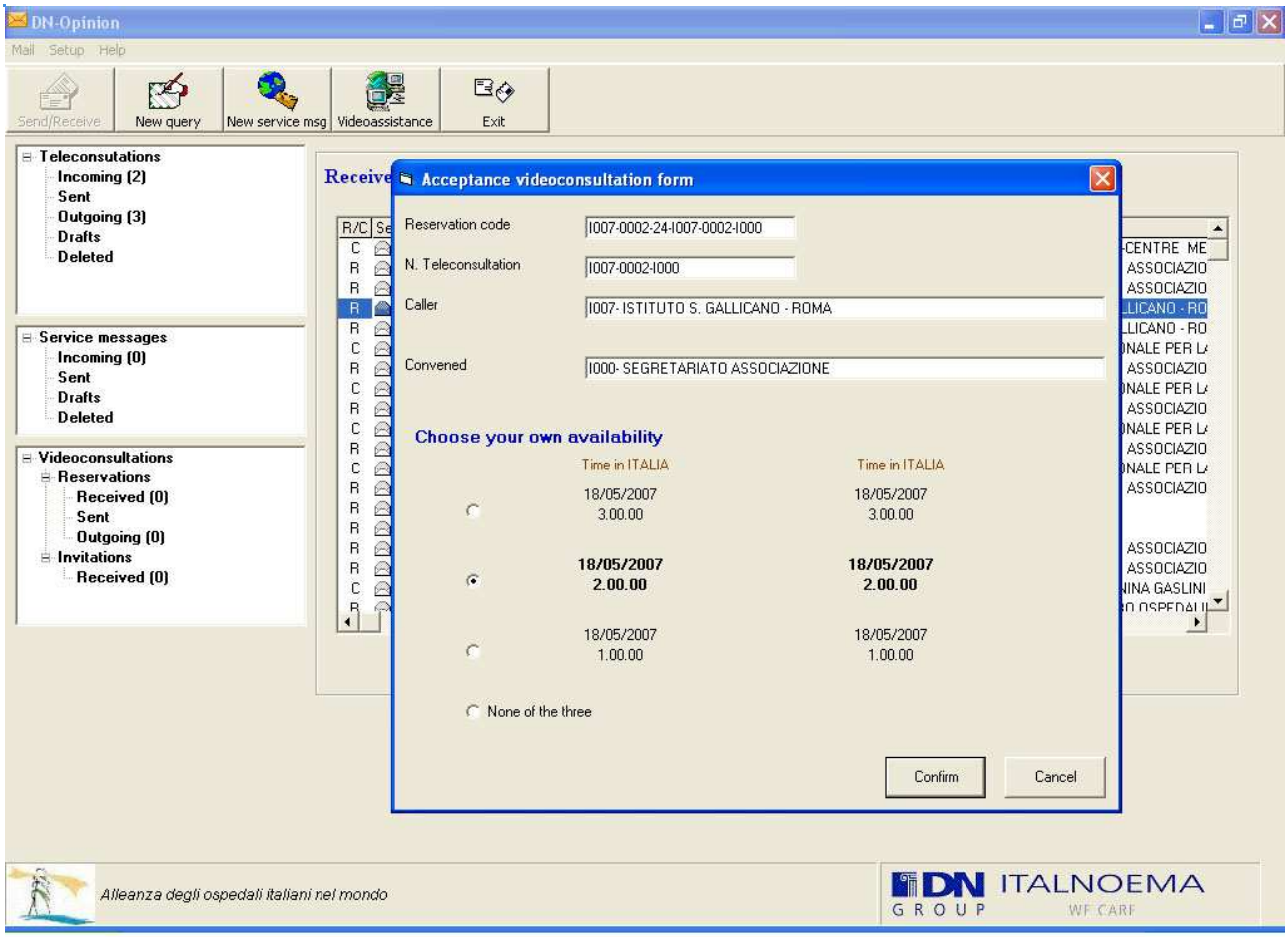


The arrival of a request, a reply or invitation to a videoconsultation is reported in the list of the incoming reservations and is processed similarly to the incoming teleconsultation list (bold types and number of not read reservations).

By clicking on a single reservation, the form with the data concerning the videoconsultation request is diplayed (that is reservation code, teleconsultation code, names of the summoning Health Centre and of the summoned Health Centre). To reply to a request select day and time chosen, or state that none of the three options is accepted (videoconsultation rejected).
By clicking on the “Confirm” button, the reply will be sent

The summoner may propose new dates, refilling and reprocessing the same form.

Figura 15 – Reply to a videoconsultation reservation request

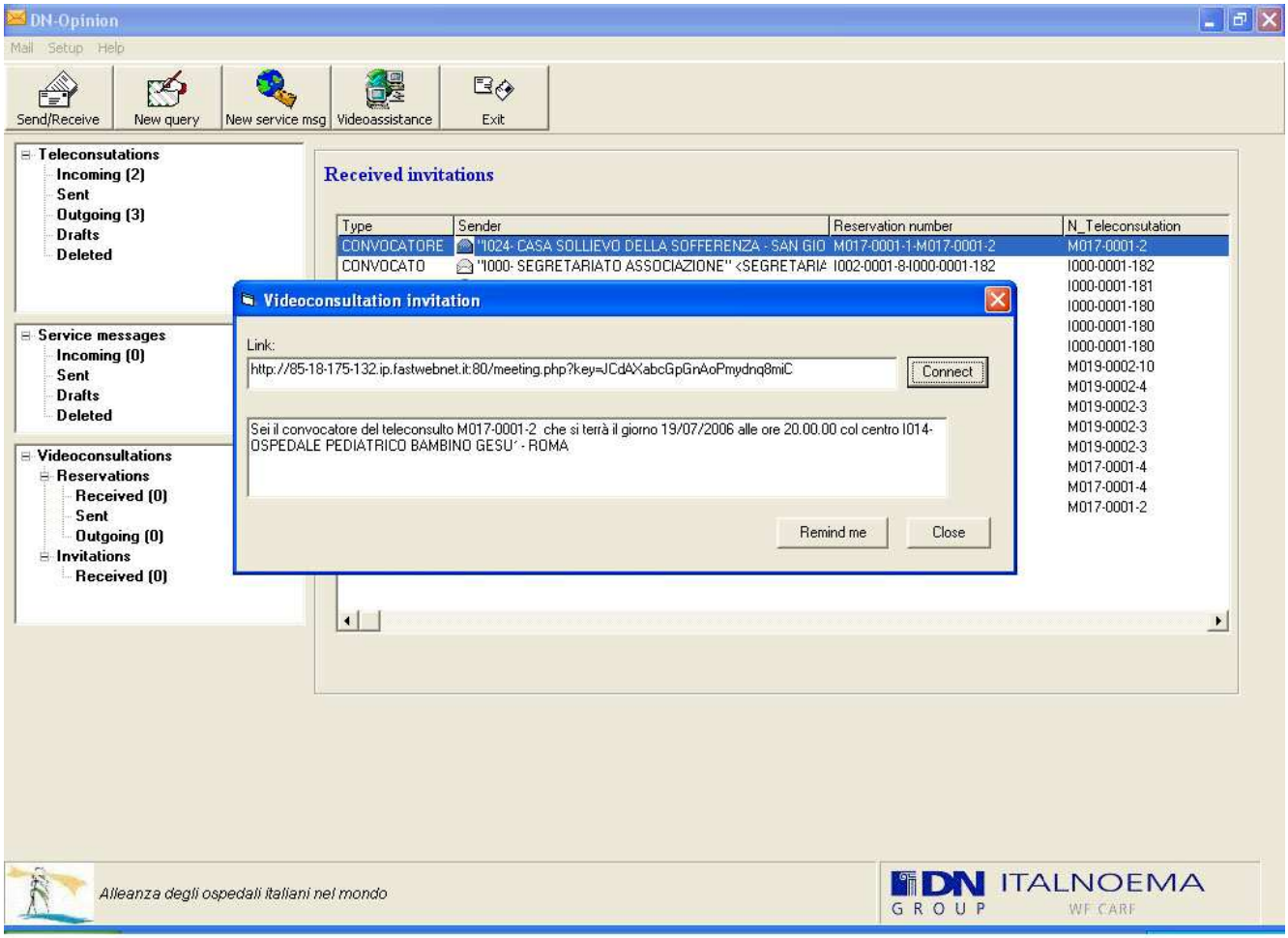


Lastly the list of the "Invitations" contains messages from the Management service transmitting the web address (link) for access to the portal of videoconsultations, to which the summoning and summoned operators will connect at the date and time agreed upon, for the videoconsultation to take place.

This web address can be accessed from any workstation fitted with a browser and ActiveX.

The summoned doctor cannot connect to the service until the summoning doctor is connected.

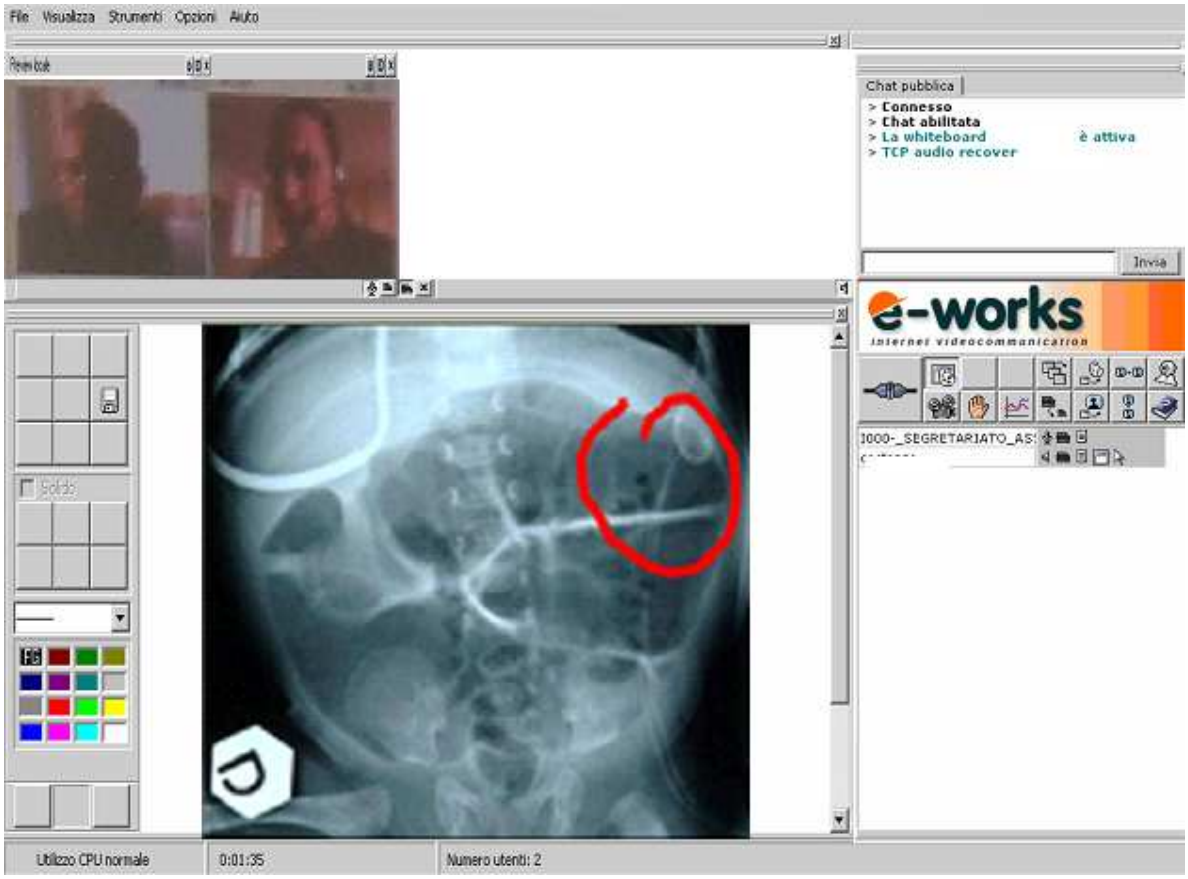
Figura 16– Invitation to a videoconsultation



On the day and time agreed upon, by clicking on the "Connected" button of the invitation message, or by copying the reported link in the Internet browser address field, the operator may access to the portal of the videoconsultation.

The first time a videoconsultation takes place on a given workstation, the system downloads the software (plug-in) onto that workstation. After the automatic installation of this software the system will display a videoconsultation start screen.

Figura 17 – Display of a videoconsultation



Here below operating macroareas displayed by the videoconsultation are reported. For any detail about the software operativity refer to the E-Works - Ew2 Videoconferencing software manual "User manual".

The area in the upper left side of the screen is dedicated to the video images casted by the webcam of the summoner and summoned.

The area on the left of the screen is dedicated top down to:

- virtual chatting;
- the connect/disconnect button (the two plugs connected indicate the connection is on) followed by *shortcuts* buttons. By clicking on the icons, the user may take part in the meeting in the mode indicated by the relative icon (for ex., consultation registration, use of devices available on the workstation, etc.). Modes of any participation (active icon) are established by the summoner;
- the list of the names of the participants (the name of the Health Centre of the summoner and that of the Health centre of the summoned operator), matched with the icons relative to the modalities of participation in the meeting to which each participant is enabled as established by the summoner. The summoner may change participation modalities at any time by acting on the same icons, or by clicking with the mouse right key on the name of the participant and acting on

the items of the context menu (for example enabled/disabled audio, pubblication on the whiteboard enabled/disabled etc.).

The area in the lower middle of the page is dedicated to the display of the cooperation panel (*whiteboard*). On it different files may be displayed and contemporarily seen by the participants.

The area in the lower left side of the page is dedicated to buttons concerning the publication in the whiteboard.
Active buttons are marked with the icons relative to the actions to which the participant is enabled.
By operating on these buttons it is possible to open and share files locally available on the workstation, as share actions on them (for example scrolling texts or point with a pencil areas of an image etc.).